



COUNTY OF SAN DIEGO

**Great Government Through the General Management System – Quality, Timeliness, Value**  
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

HUMAN RESOURCES ANALYST

Class No. 002435

SENIOR HUMAN RESOURCES ANALYST

Class No. 002436

■ CLASSIFICATION PURPOSE

To perform professional human resources work countywide, in the areas of recruitment, classification, compensation, benefits, employee and organizational development, workers' compensation, and risk management/loss prevention; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

Human Resources Analyst is a professional class series responsible for a wide variety of analytical, operations and administrative tasks in a human resources discipline. Positions in these classes are allocated to the Department of Human Resources. This class series differs from the Administrative Analyst class series in that the latter provides administrative and analytical support in the areas of general administration, budget, fiscal or facility operations. This class series differs from Departmental Personnel Officer in that the latter typically provides a variety of departmental level support in the areas of hiring, payroll, discipline, and policy interpretation.

Human Resources Analyst:

This is the journey-level class in this series. Under general supervision, incumbents in this class provide human resources services in the areas of recruitment, classification, compensation, benefits, employee and organizational development, workers' compensation, and risk management/loss prevention. These services are provided with a high level of customer service to county operating departments, offices, and agencies.

Senior Human Resources Analyst:

This is the first-line supervisor class in this series. Under general direction, incumbents in this class perform the most difficult and complex human resources work with a high level of customer service and provide leadership on countywide human resources projects. This class differs from the next higher class of Human Resources Services Manager in that the latter is a division manager in the unclassified service.

■ FUNCTIONS

**The examples of essential functions listed in the class specifications are representative but not necessarily exhaustive or descriptive of any one position in the classes. Management is not precluded from assigning other related functions not listed herein if such functions are a logical assignment for the position.**

Human Resources Analyst: RECRUITMENT/SELECTION/CLASSIFICATION/COMPENSATION OPTION

Essential Functions:

1. Designs, develops and administers selection tests (e.g., training and experience evaluations, multiple choice tests, structured interviews, writing exercises, and assessment centers/performance tests).
2. Constructs items and conducts analyses.
3. Designs and carries out recruitment plans.
4. Reviews test results.
5. Establishes employment standards and writes examination announcements.
6. Reviews and screens employment applications.
7. Reviews human resources transaction paperwork for quality assurance and approval.
8. Collects and analyzes statistical data.

9. Provides authoritative interpretation from a wide variety of human resource support materials such as: Civil Service Rules, County Charter, Compensation Ordinance, and Administrative Code.
10. Provides consultative services to departments and employees.
11. Conducts job analyses and job evaluations.
12. Conducts classification and reclassification studies.
13. Designs, conducts and analyzes validation studies and compensation surveys.
14. Writes class specifications, allocates positions, and makes salary recommendations.
15. Generates ad hoc reports on human resources matters and statistics for executive management in support of labor relations and policy considerations and/or decisions.
16. Recommends bargaining unit and salary levels.
17. Prepares board letters, special reports, written and electronic presentation materials.
18. Provides courteous, high quality service to members of the public by personally responding to requests for service or appropriate referral.

Human Resources Analyst: BENEFITS OPTION

Essential Functions:

1. Analyzes benefit plans underlying financial structure and makes recommendations regarding financing of plans.
2. Coordinates and administers various employee insurance benefit plans such as health, dental, life, flexible spending accounts, deferred compensation, short-term and long-term disability.
3. Gathers and prepares statistical analyses of benefit costs and trends.
4. Develops creative and innovative recommendations about new benefits and enhancements to existing plans.
5. Brings unfavorable trends to the attention of management.
6. Conducts audits of individual plan payments and contributions for adherence to plan provisions.
7. Resolves employee benefits concerns.
8. Serves as liaison between the employee or dependent and the plan administrator when necessary.
9. Conducts in-house surveys.
10. Provides courteous, high quality service to members of the public by personally responding to requests for service or appropriate referral.

Human Resources Analyst: EMPLOYEE AND ORGANIZATIONAL DEVELOPMENT OPTION

Essential Functions:

1. Provides consulting to County departments on employee and organizational development issues.
2. Develops instruments to assess individual changes in knowledge, skills, abilities, behaviors and results.
3. Facilitates group discussions to reach desired outcomes.
4. Helps individuals and groups assess competencies, goals and career plans.
5. Prepares written learning and instructional materials such as scripts, teaching guides, etc.
6. Directs structured learning experiences.
7. Provides logistical support for learning events.
8. Provides courteous, high quality service to members of the public by personally responding to requests for service or appropriate referral.

#### Human Resources Analyst: WORKERS' COMPENSATION OPTION

##### Essential Functions:

1. Reviews, investigates, and processes reports and claims concerning on-the-job injuries or job-related illnesses of County employees.
2. Analyzes work injury circumstances to determine merit and estimates probable/potential financial impact.
3. Responds to inquiries from employees, rehabilitation counselors, doctors and legal professionals.
4. Prepares cases for legal defense.
5. Arranges disability evaluation appointments and maintains medical control.
6. Rates permanent disabilities per the California Rating Schedule.
7. Approves payment for medical services, temporary and permanent disability allowances and awards.
8. Analyzes investigative reports, police reports and pursues subrogation recovery.
9. Represents the County at Workers' Compensation Appeals Board hearings and in Small Claims Court.
10. Evaluates and pursues potential recovery of damages from responsible third parties.
11. Recommends approval, denial and adjustment of claims and requests for injury leave.
12. Initiates reports and notices as required by the Workers' Compensation Appeals Board in a timely manner to minimize County costs.
13. Develops, maintains and analyzes statistical data on claims expenditure trends and provides appropriate reports and recommendations based on such analysis.
14. Stays current on Workers' Compensation and civil claims litigation.
15. Provides courteous, high quality service to members of the public by personally responding to requests for service or appropriate referral.

#### Human Resources Analyst: RISK MANAGEMENT/LOSS PREVENTION OPTION

##### Essential Functions:

1. Helps administer and implement the County's Injury, Illness Prevention Program (IIPP) by developing comprehensive employee, safety, health, and accident prevention programs, policies, and procedures.
2. Reviews and monitors County departments training programs and schedules to ensure that departments are providing required training on IIPP subjects.
3. Ensures compliance with local, state, and federal safety laws, including Occupational Safety and Health Administration (OSHA) and CAL-OSHA regulations.
4. Performs facilities inspection and evaluates working conditions/procedures and makes recommendations regarding appropriate safety policies, equipment and materials.
5. Works with Workers' Compensation division staff to review and investigate incidents of employee accidents, injuries, and illnesses.
6. Analyzes trends in the types and frequency of injuries and accidents in order to develop preventive measures and training.
7. Keeps current on federal and state occupational safety legislation as well as other loss prevention related information.
8. Provides courteous, high quality service to members of the public by personally responding to requests for service or appropriate referral.

#### Senior Human Resources Analyst: ADMINISTRATIVE OPTION

##### Essential Functions:

In addition to the functions of the HR Analyst in this discipline

1. Supports Executive Team with administrative functions in the areas of developing/maintaining budgets, technology, and developing departmental goals.
2. Formulates policy, develops procedures and methods to implement policy decisions.
3. Reviews and analyzes budgets of various programs.
4. Provides assistance in vocational rehabilitation and workforce support services.
5. Analyzes legislative bills.
6. Composes memos, letters, reports, manuals, and other documents.
7. Conducts studies and special projects.
8. May provide Senior-level electronic salary approval process (ESAP) authorization.

#### Senior Human Resources Analyst: RECRUITMENT/SELECTION/ CLASSIFICATION/COMPENSATION OPTION

##### Essential Functions:

In addition to the functions of the HR Analyst in this discipline

1. Designs and administers complex assessments including multiple-phase processes.
2. Designs and implements new selection systems for series of classes.
3. Trains and provides leadership, mentoring and development to staff on recruitment, selection, classification and compensation assignments.
4. Supervises special projects/assignments.
5. Provides consultative services to departments and employees.
6. Designs and implements organizational assessments.
7. Supervises professional staff.

#### Senior Human Resources Analyst: BENEFITS OPTION

##### Essential Functions:

In addition to the functions of the HR Analyst in this discipline

1. Leads third party benefit plan contract negotiations.
2. Participates in budget planning for fiscal year financing, including self-insured plans.
3. Serves as a project leader to design and structure new programs and improve existing employee benefit plans.
4. Analyzes surveys of benefit programs offered by other organizations.
5. Ensures that benefits are competitive and up to date with current trends.
6. Supervises professional staff.

#### Senior Human Resources Analyst: EMPLOYEE AND ORGANIZATIONAL DEVELOPMENT OPTION

##### Essential Functions:

In addition to the functions of the HR Analyst in this discipline

1. Develops administrative structures to monitor and report on employee and organizational development activities.

2. Defines differences between desired and actual performance, specifies corrective action; and develops long-range development plans to support County strategic plans.
3. Supervises professional staff.

Senior Human Resources Analyst: WORKERS' COMPENSATION OPTION

Essential Functions:

In addition to the functions of the HR Analyst in this discipline

1. Carries a specialized, high volume, complex Workers' Compensation caseload.
2. Trains, directs and reviews the work of subordinate professional and paraprofessional staff performing case management support functions.
3. Monitors monetary reserves of cases and advises management of changes and necessary fund supplements.
4. Performs special projects such as statistical work analysis, studying and recommending application programming enhancements and conducting special training in area of expertise regarding reporting and legal requirements.
5. Supervises professional staff.

Senior Human Resources Analyst: RISK MANAGEMENT/LOSS PREVENTION OPTION

Essential Functions:

In addition to the functions of the HR Analyst in this discipline

1. Assists in training subordinate staff.
2. Coordinates program activities with Environmental Health and other County departments.
3. Supervises professional staff.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Public sector human resources administration methods, techniques and related terminology.
- Data collection and statistical methodology.
- Recruitment strategies and methods.
- Staffing patterns and organization structures common to public sector agencies.
- Validation and test development principles.
- Principles and dynamics of organizational development.
- Techniques, methods, and concepts for developing clear, concise, and accurate information about work components, terminology, and worker requisites.
- Procedures to develop, write, construct, and validate recruitment and selection plans and instruments.
- Legal authority, limitations, and practical implication of rules, provisions, and procedures governing human resources management in the public sector.
- Statistical methods and concepts to interpret and analyze numerical data required for formulating logical conclusions based upon quantitative analyses.
- The General Management System in principle and in practice.
- Telephone, office, and online etiquette.
- County customer service objectives and strategies.

Knowledge of (Requirements for Workers' Compensation and Risk Management/Loss Prevention):

- Terminology used in the medical profession relevant to occupational injuries and diseases.
- California Labor Code provisions and case laws governing Workers' Compensation.
- California Motor Vehicle Code.
- Effective claims management and office procedures.
- Practices and procedures of claims management including investigation, evaluation and settlement strategies.
- Environmental health issues (e.g., hazardous waste management and asbestos abatement).
- Fleet and heavy equipment usage.
- Federal and state safety regulations (e.g., OSHA, Cal-OSHA).

Skills and Abilities to:

- Collect and analyze facts and information.
- Interpret and follow regulations, procedures, ordinances, official documents and case laws.
- Write various types of reports, plans and instructions.
- Produce work products using computerized equipment and records.
- Evaluate quantitative and qualitative information.
- Prepare recommendations and design plans for studies.
- Negotiate solutions to human resources problems.
- Enter and retrieve data from a computerized record keeping system.
- Prioritize and respond to a multitude of tasks/assignments in a timely manner.
- Establish and maintain effective working relationships with representatives from a broad spectrum of occupations, various levels of management, and the general public.
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds and function calmly in adverse situations, which require a high degree of sensitivity, tact and diplomacy.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Provide prompt, efficient and responsive service.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

Senior Human Resources Analyst (in addition to the above):

- Interpret rules, regulations, and guidelines governing the responsibilities of gathering and imparting information.
- Analyze human resources problems and recommend practical solutions.
- Perceive organization and political implications of decisions and make recommendations on technical human resources matters.
- Prepare and present concise, logical, oral, and written reports.
- Explain policy, procedures, and recommendations.
- Train, supervise, and evaluate subordinates.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are: A bachelor's degree from an accredited college or university (a degree in human resources management, industrial/organizational psychology, public administration, business administration, occupational health and safety, industrial engineering, health sciences or a related field is highly desirable), AND

Human Resources Analyst:

Recruitment/Selection/Classification/Compensation; Benefits; Employee and Organizational Development; Risk Management/Loss Prevention; and Administrative Options:

Three (3) years of professional human resources experience performing the functions listed: recruitment, selection, classification, and compensation; benefits; employee and organizational development; or risk management/loss prevention.

Human Resources Analysts: Workers' Compensation Option:

1. Five (5) years in the last eight (8) years of on-the-job experience adjusting California workers' compensation claims; or supervising claims adjusters handling workers' compensation claims, OR
2. Successfully completing the Self-Insurance Exam (written examination) specified by Title 8, Section 15452 of the California Code of Regulations and has either: (1) worked as a claims adjuster or supervisor of workers' compensation claims continuously since passing the examination, or (2) passed the exam within the previous five years.

Senior Human Resources Analyst:

Recruitment/Selection/Classification/Compensation; Benefits; Employee and Organizational Development; Risk Management/Loss Prevention; and Administrative Options:

Five (5) years of professional human resources experience which must have included at least two (2) years in one of the following areas: recruitment, selection, classification, and compensation; benefits; employee and organizational development; or risk management/loss prevention.

Senior Human Resources Analysts: Workers' Compensation Option:

1. Five (5) years in the last eight (8) years of on-the-job experience adjusting California workers' compensation claims; or supervising claims adjusters handling workers' compensation claims, OR
2. Successfully completing the Self-Insurance Exam (written examination) specified by Title 8, Section 15452 of the California Code of Regulations and has either: (1) worked as a claims adjuster or supervisor of workers' compensation claims continuously since passing the examination, or (2) passed the exam within the previous five years, AND
3. Two (2) additional years of on-the-job experience adjusting California workers' compensation claims; or supervising claims adjusters handling workers' compensation claims.

Notes:

(1) An Experienced Medical-Only Claims Adjuster must have at least 3 years in the past 5 years of on-the-job experience adjusting California workers' compensation medical-only claims.

(2) Post-Designation Training - Following Designation as a claims adjuster, medical-only claims adjuster or medical bill reviewer, either through training or experience, that person is required to have ongoing education to be completed every two years to be able to continue to adjust claims or review medical bills. The post designation training must be on curriculum topics noted in the regulations and changes in the law. Post-designation training does not have to be classroom instruction and can take many forms, including seminars and workshops. The post-designation training requirements for the various designations are as follows: Claims adjusters must complete 30 hours of training every two years; Medical-only claims adjusters must complete 20 hours every two years.

(3) For all options except Worker's Compensation Option, a master's degree in any of the fields described above may substitute for one (1) year of the required experience; OR additional years of experience as described above may be substituted for the education requirement on a year-for-year basis.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

**The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classifications. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.**

Continuous upward and downward flexion of neck. Frequent: standing, sitting, bending and stooping, twisting of waist, side-to-side turning of neck, fine finger dexterity to operate keyboards and writing materials. May carry materials weighing up to 15 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in these classes, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in these classes may be required to use their own personal vehicle.

Certification/Registration

None required.

Working Conditions

Office environment; exposure to computer screens.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in these classes shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

**New: June 19, 1998**  
**Revised: July 26, 1999**  
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**Reviewed: Spring 2003**  
**Revised: June 15, 2004**  
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**Revised: July 29, 2005**  
**Revised: June 12, 2006 (Workers' Compensation Option – new State Regulations)**

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